



JUST CULTURE

PRESENTED BY TEAM DENALI

APRIL 2019 EMPLOYEE TRAINING

HIGH RELIABILITY ORGANIZATION (HRO) TEAM - DENALI

- What is an HRO?

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OBJECTIVES – YOU SHOULD BE ABLE TO ANSWER THESE QUESTIONS TODAY

- What is Just Culture
- What are three different types of human behavior
- What are things to consider when starting a coaching conversation with a coworker
- What can I do to make HAMHWE safer

WHAT IS JUST CULTURE?

<https://www.youtube.com/watch?v=zrbkg2o0wbm>

JUST CULTURE AND THREE LEVELS OF HUMAN BEHAVIOR

HUMAN ERROR – CONSOLE
AT RISK BEHAVIOR - COACH
RECKLESS BEHAVIOR – CONSEQUENCE

Behaviors Video

HOW NOT TO COACH YOUR COWORKER

Bad Coaching

STARTING A COACHING CONVERSATION WITH A COWORKER

Whether a coaching conversation is proactive or reactive consider the following:

- Privacy
- Body Language
- Non-threatening
- Be ready to listen
- Don't be a know it all
- Shift the focus to the future
- Seek verbal commitment

WHAT CAN YOU DO

- If you see something say something
- Start coaching conversations